

CLERICAL ASSISTANT CS-0303-7

INTRODUCTION

This is a standardized position description that is designed for use in any District of Columbia Government department, office or agency.

This position description reflects a variety of clerical duties and responsibilities.

MAJOR DUTIES

Collects and assembles a variety of documents and/or information for supervisor's use in analyzing and evaluating programs.

Receives visitors and phone calls for the office, ascertaining the nature of requests and directing callers to appropriate staff. Responds to a variety of inquiries not requiring technical knowledge and refers other inquiries to appropriate office staff or other organizations.

Requests and receives departmental records. Establishes the appropriate controls to ensure departmental records are returned, as required.

Composes routine correspondence of a non-technical nature. Conducts review of all outgoing correspondence generated in the office, checking for overall clerical accuracy, tone, clarity of expression and for required clearance. Forwards correspondence requiring supervisor's attention for approval or signature, or another appropriate action.

Types materials in draft or final form as appropriate, and is responsible for the correct assembly, arrangement, spacing, grammar and spelling of final products.

Schedules appointments for meetings, orientation sessions, and conferences. This includes notifying all participants, preparing agenda, and setting up meeting rooms with appropriate equipment and other materials required for the particular session. The incumbent researches compiles background material for supervisor's usage in meetings and/or conferences, and may provide other related services as necessary.

Receives, reads, sorts, logs, attached pertinent reference material to and distributes incoming mail such as correspondence, reports, and other documents for the office. Conducts follow-up to ensure reply deadlines are met. Reads and assembles outgoing mail for completeness, readiness for dispatch and general conformance with standard correspondence instructions.

May be required to receive and review various program packages to ensure that all documents are included and that package is complete.

Assists supervisor in the procedural aspects of expediting the work of the office by providing information on upcoming, collecting appropriate material, and assembling documentary.

MAJOR DUTIES continued...

Assists in gathering information used in the development of reports and new procedures reflecting changes in operation methods.

Establishes and maintains a variety of files related to program activities.

Prepares special and periodic reports.

May be required to maintain time and attendance records, which includes maintaining requests for leave slips, balances of hours worked, leave used, and overtime.

Maintains effective working relationships with Federal, private, and other local government agencies.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the mission, functions, policies, regulations, and procedures and the substantive programs of the assigned organization in order to respond to a variety of inquiries, to anticipate and prepare background materials needed by the supervisor for orientation and other meetings and conferences.

Knowledge of policy and procedure manuals commonly used by the staff in order to classify, search for, and dispose of material.

Knowledge of the priorities, commitments, and program goals sufficient to independently set up conferences, meetings, and workshops; prepares reports; maintains calendar; and performs related non-routine assignments.

Knowledge of English, grammar, punctuation, spelling, style and required formats.

Knowledge of the office filing system and various references to ensure the system is current and relevant information is maintained.

Knowledge of relevant instructions and procedure manuals used in the preparation of time and attendance reports.

Thorough knowledge of the forms, formats, clerical and administrative procedures of the organization.

Ability to communicate effectively both orally and in writing.

Ability to exercise tact, discretion, and skill in dealing with varied levels of management.

SUPERVISORY CONTROLS

Supervisor establishes objectives and priorities. The incumbent independently plans and carries out assignments in accordance with instructions and established office practices, handling deviation in accordance with policies, previous training or accepted office practices. Completed work is reviewed for appropriateness, soundness, and conformance to policy and requirements. The incumbent has the latitude of resolving issues of a non-technical origin without prior supervisory clearance.

GUIDELINES

Guidelines consist of correspondence manuals, various equipment maintenance manuals, established office policies and procedures, administrative instructions, dictionaries, style manuals, and department instructions. Incumbent exercises judgment in the selection of the most appropriate guidelines, references and procedures. Situations requiring deviation from established methods are referred to the supervisor.

COMPLEXITY

The incumbent performs the full range of clerical and administrative support functions for the assigned organization. The work demands the ability to plan, organize and coordinate work in situations where diverse demands are involved and the ability to adjust to changes in processes and/or procedures.

The incumbent is vested with the responsibility for identifying, on own initiative, those clerical tasks that must be accomplished. In cases of non-routine assignments, the incumbent may be required to locate, interpret and adapt guides for the purpose of meeting those objectives requested. Decisions are based on knowledge of the procedural requirements of the work coupled with an awareness of the specific functions and staff assignments of the assigned organization.

SCOPE AND EFFECT

The purpose of the work is primarily clerical in nature and focuses on the completion of tasks that will facilitate the accomplishments of office objectives. Successful completion of assignments contributes to a more effective and efficient operation of the office and its programs.

PERSONAL CONTACTS

Personal contacts are continuous with all staff members, employees of the Federal and other District agencies, private industry, recipients of direct services, and the general public.

PURPOSE OF CONTACTS

Contacts are made to exchange, plan, and coordinate work efforts and to resolve clerical support issues or provide information.

PHYSICAL DEMANDS

The work is primarily sedentary.

WORK ENVIRONMENT

The work is performed in a typical office environment.

OTHER SIGNIFICANT FACTORS

This description may include a signed and dated, department specific Addendum to the Standard Position Description.

EXPERIENCE AND EDUCATION

High School Diploma or GED equivalent and at least five (5) years of relevant experience; or an equivalent combination of education and experience.

LICENSURE/CERTIFICATION: None

FLSA Status: Non-exempt

Classification Standards: Miscellaneous Clerk and Assistant Series, GS-303, TS-37, November 1979, TS-34, January 1979; and Grade Level Guide for Clerical and Assistance Work, TS-91, June 1989

Re-Certification Date: 09 June 2015

Job Code: 553203

Smart Code: AS0013